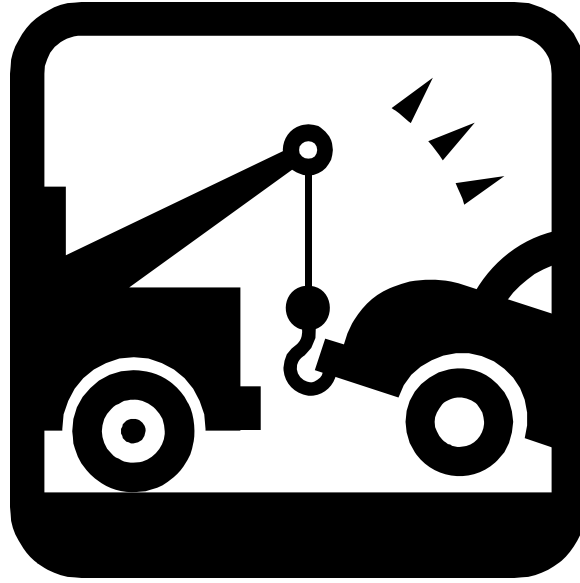


Budget and Control Board

General Services Division – State Fleet Management



Emergency Service Program (ESP)

(Summary of Operating Procedures)

ESP

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EXECUTIVE SUMMARY

1.1 BACKGROUND

The Commercial Vendor Repair Program (CVRP), a subdivision of SFM Maintenance is currently tasked to provide service/repair to all State Fleet Management (SFM) customers. In February 2008, SFM hosted several process meetings to determine what changes could be made to improve the service that SFM provides to customers. During this process meeting, USC, PRT, and DHEC indicated that their agencies had a need for after-hours vehicle emergency service. SFM mailed surveys to each agency to determine the need and discovered that 71% of the returned surveys (12 of 17) indicated requirements for a similar emergency service. Because of DHEC's odd hours and the remote locations their nurses encounter when traveling, they recently expressed interest in an after hours emergency service. In April 2008, the Maintenance Section of SFM was tasked to develop an after hours Emergency Service Program (ESP) for all SFM customers.

1.2 INTRODUCTION

The Emergency Service Program (ESP) will be an after-hours vehicle service plan that is offered by SFM to potentially all of its customers excluding law enforcement agencies. The purpose of this plan is to assist customers with vehicle emergencies during non-business hours. The customers include State Agencies, Political Subdivisions, and Educational Institutions who have signed a Commercial Vendor Repair Program Service Agreement with SFM. Implementation of ESP will provide CVRP customers the security of knowing that after 5:30 pm during the week, and all day Saturday and Sunday (excluding State holidays and State observed holidays), they can call the toll free (800) number if a vehicle emergency arises.

1.3 MISSION

The mission of the CVRP Emergency Service Program is to offer emergency service to SFM customers during non-business hours. Emergency services for the purposes of this program include the following:

- Emergency recovery of disabled vehicles due to mechanical failure
- Emergency recovery of vehicles with a flat tire and **NO** functional spare tire
- Any mechanical failure that may cause injury to the driver or damage to vehicle

NOTE:

1. Routine maintenance, lock outs, and vehicle service lights (oil, check engine, stability control and brake light DO NOT constitute an emergency.

2. During any emergency involving a state vehicle that must be towed, SFM will be responsible for towing the vehicle only. Agencies will be responsible for ensuring that the stranded driver of the vehicle and passenger are provided transportation.

3. Actual vehicle repairs will be contingent on vendor availability, capability, and nature of the repair.

1.4 PROGRAM OBJECTIVES

- Provide 24/7 vehicle emergency towing services to CVRP customers. Towing services will be provided year round excluding State holidays and State observed holidays.
- Provide a toll free number and after-hours on-call emergency technical support 24/7 year round excluding State holidays and State observed holidays. CVRP emergency support personnel will make contact with the customer within 10 minutes, during initial call.
- Dispatch a tow truck to customer requesting emergency assistance within 60 minutes of emergency service call. Transport the disabled vehicle immediately to an appropriate facility for repair if feasible.

SERVICES

2.1 PROGRAM START-UP SUMMARY:

Equipment: To carry out the ESP functions, the following equipment will be made available to CVRP technicians. CVRP technicians may use their discretion to determine the most efficient and effective way to manage each emergency while staying in compliance with program objectives.

EQUIPMENT	QTY	REMARKS
Cell Phones	3	Primary, Alternate, and Supervisor
CVRP Program Binder	3	SOP, Time Sheets, PO Log, & Response Log
Laptop w/ mobile internet access	1	Verizon Air Card

2.2 CONCEPT OF OPERATIONS:

Services Concept: During each emergency service session, a primary and alternate CVRP technician (including an emergency service supervisor) will be assigned to support ESP 24/7. Personnel will be detailed for duty for a period of one week.

Auditing: CVRP Technicians who perform after-hours duty will be periodically audited. Transactional surveys will be used as part of the auditing process. The Maintenance Team Manager or her designee will perform a semi-annual quality assurance check. All positive and/or negative comments will be reviewed, assessed, and acted upon accordingly. The annual report will be forwarded to the State Fleet Manager.

2.3 AGENCY AND SFM RESPONSIBILITIES

Agency Responsibilities:

- Agencies using CVRP emergency services will be responsible for distributing ESP instruction cards and training vehicle operators on emergency service program guidance.
- During an after-hours vehicle emergency, agency operators will be responsible for contacting the emergency services technician by calling 1-800-277-3686. The following information is required for any service call:
 - √ Name and Contact Phone Number of person requesting service
 - √ Vehicle Tag Number and odometer reading
 - √ Location (closest highway mile marker or street address and city)
 - √ Detailed description of the problem
- **During any emergency following a state vehicle that must be towed, SFM will be responsible for towing the vehicle. Agencies will be responsible for ensuring that the stranded driver of the vehicle and any passengers are provided transportation.**
- An on-call agency representative should be designated to handle transportation needs of the stranded vehicle operators. Agencies must ensure emergency information is available in all agency vehicles receiving CVRP coverage.

State Fleet Management:

- Provide a toll free number and after-hours vehicle emergency service from 5:30 pm through 7:30 am (next day) daily excluding State holidays and State observed holidays.
- Provide emergency service initial response (call back) to stranded motorist within 10 minutes upon receipt of an emergency services call.
- Coordinate and dispatch wrecker service within one hour of receiving an emergency service call. **Note: Dispatch of wrecker service does not guarantee arrival of wrecker within one hour.**
- Coordinate maintenance repairs (if feasible)
- Ensure all Purchase order (PO) transactions are entered into SCEMIS within two business days